General Certificate of Education
January 2005
Advanced Subsidiary Examination

AQA/
ASSESSMENT and
QUALIFICATIONS
ALLIANCE

INFORMATION AND COMMUNICATION TECHNOLOGY   ICT1
Unit 1   Information: Nature, Role and Context

Thursday 13 January 2005   Afternoon Session

In addition to this paper you will require:
a 12-page answer book.

Time allowed: 1 hour 30 minutes

Instructions
- Use a blue or black ink or ball-point pen. Use pencil only for drawing.
- Write the information required on the front of your answer book. The *Examining Body* for this paper is AQA. The *Paper Reference* is ICT1.
- Answer **all** questions.

Information
- The maximum mark for this paper is 60.
- Mark allocations are shown in brackets.
- The use of brand names in your answers will **not** gain credit.
- You are reminded of the need for good English and clear presentation in your answers.

Answer **all** questions.

1 Three stages of a data processing system are *input, processing* and *output*. State, using an example for each one, what is meant by:

   (a) input; *(2 marks)*

   (b) processing; *(2 marks)*

   (c) output. *(2 marks)*

2 A company is recruiting a new member of staff for its ICT support desk. The head of personnel has asked the manager of the support desk what personal qualities the new employee should have in order to be able to carry out the job effectively.

   State, with reasons, **two** personal qualities that the manager would want a new employee on the support desk to have. *(4 marks)*

3 The owners of a hotel are considering organising some special deals for 2006. They use data obtained from the customers who stayed in the hotel during the year 2002 to decide on what to offer.

   (a) Explain why the data from 2002 might **not** be suitable for use when deciding on the special deals that could be offered for 2006. *(2 marks)*

   (b) Explain what the effect on the hotel might be if they used the data from 2002. *(2 marks)*

4 Describe **three** different ways in which a company could make use of the Internet to benefit its business. *(6 marks)*

5 In order to be able to use an e-mail package effectively, users need to make full use of the range of functions available.

   State what the following functions allow users to do and, for **each one**, state how it improves the effectiveness of e-mail usage:

   (a) Forward; *(2 marks)*

   (b) Reply; *(2 marks)*

   (c) Attach; *(2 marks)*

   (d) Prioritise. *(2 marks)*

6 ICT systems have to be protected from both malpractice and crime.

   Using an example for **each one**, explain what is meant by:

   (a) malpractice; *(3 marks)*

   (b) crime. *(3 marks)*

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7 Poorly designed *computer workstations* can lead to health problems.

State **three** features of a well-designed *computer workstation* and, for **each one**, state the health risk that could be reduced. *(6 marks)*

8 (a) Describe what is meant by a *software licensing agreement.* *(2 marks)*

(b) A company uses a network with 100 computers connected to it. The company uses a word-processing package as standard for all users, and an accounts package that is used on only two machines.

State, with a reason, what type of licence would be suitable for:

(i) the word-processing package; *(2 marks)*

(ii) the accounts package. *(2 marks)*

9 Automated Teller Machines (ATMs) are now provided by banks and building societies in many different locations and are a common way for people to obtain cash.

(a) (i) State **two** advantages to the bank or building society of providing ATMs; *(2 marks)*

(ii) State **two** advantages to the customer of using the ATMs. *(2 marks)*

(b) The use of ICT has allowed banks and building societies to keep detailed records of the transactions that people make using credit or debit cards.

State **one** way in which the bank or building society can make use of these detailed records, and explain why this is a benefit to these organisations. *(3 marks)*

10 (a) With reference to the Data Protection Act of 1998, describe:

(i) the role of the Information Commissioner; *(2 marks)*

(ii) what is meant by a *data subject*. *(2 marks)*

(b) In addition to details about the company, state **three** items of data that a company must include in an entry on the Data Register. *(3 marks)*

END OF QUESTIONS